



STATE OF DELAWARE OFFICE OF PENSIONS

FEBRUARY 2022

NEED HELP SIGNING IN?

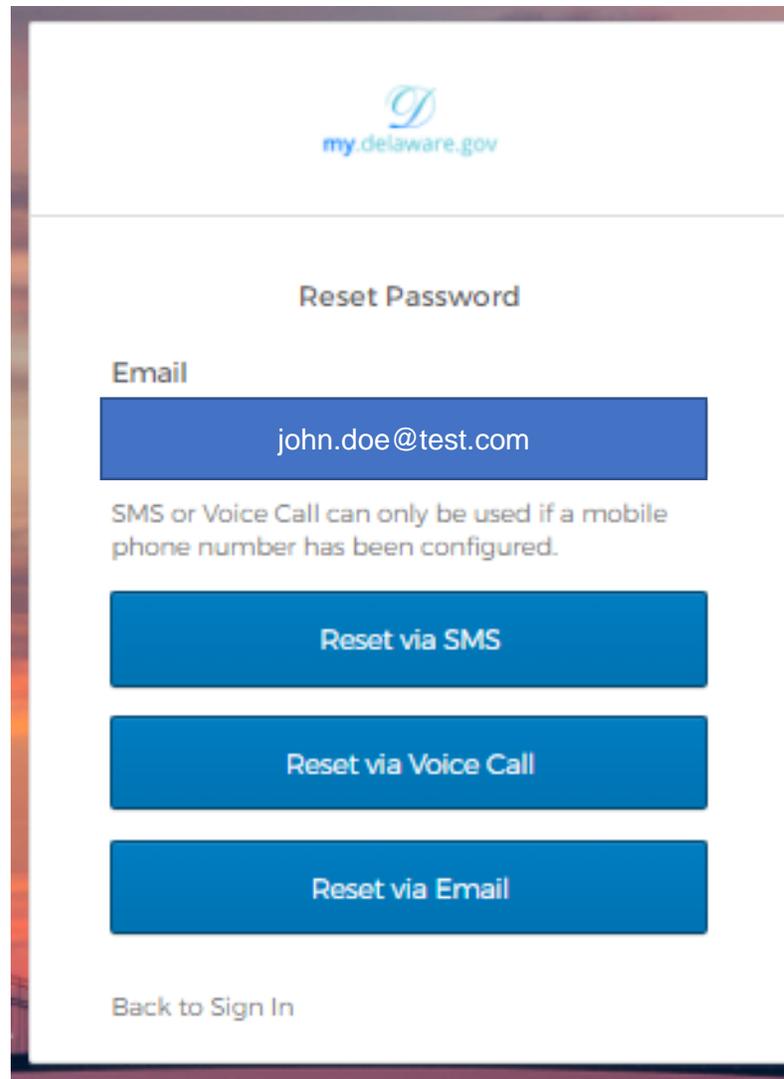
NEED HELP SIGNING INTO OKTA?

NAVIGATE TO THE WEBSITE

1. Go to <https://my.delaware.gov>

The screenshot shows the sign-in page for my.delaware.gov. At the top, there is a logo for my.delaware.gov. Below the logo is a placeholder for a user profile picture. The main heading is "Sign In". There are two input fields: "Email" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there are links for "Need help signing in?", "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link for "Don't have an account? Sign up".

2. Forgot password?
 - a. Click Forgot Password



The screenshot shows the 'Reset Password' page on the my.delaware.gov website. At the top, there is the my.delaware.gov logo. Below the logo, the heading 'Reset Password' is centered. Underneath, there is a label 'Email' followed by a text input field containing the email address 'john.doe@test.com'. Below the input field, a message states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons stacked vertically: 'Reset via SMS', 'Reset via Voice Call', and 'Reset via Email'. At the bottom left of the page, there is a link that says 'Back to Sign In'.

3. Enter email – this example selected Reset via SMS (to receive text message)
4. You will receive a text message with the code



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5. Reset via SMS (receive text)

The screenshot shows the my.delaware.gov website interface for entering a verification code. At the top, there is the my.delaware.gov logo and a circular image of a road. Below the image, the text reads "Enter verification code sent via SMS". There is an "Enter Code" label above a text input field containing "486306". To the right of the input field is a "Sent" button. Below the input field is a large blue "Verify" button. At the bottom, there is a link that says "Didn't receive a code? Reset via email" and another link that says "Back to Sign In".

6. Enter code from text message and click Verify



Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords

New password

Repeat password

[Reset Password](#)

[Sign Out](#)

7. Enter new password, repeat and click Reset Password



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8. You are now logged into your OKTA account

